

Pre-Proposal Conference Minutes  
MDH – Developmental Disabilities Administration and Office of Health Services  
Headquarters, O'Connor State Office Building  
201 W. Preston Street, Conference Room L-4  
Baltimore, MD. 21201  
June 24, 2019 – 2:00 p.m.

Financial Management & Counseling Services  
MDH/OPASS 20-17751/eMM #MDM0031045446  
Issue Date – June 12, 2019

**ATTENDEES:**

DDA/OLTSS/MDH:	James Sult, DDA	NaToya Mitchell, DDA
	Janelle Robinson, MDH	Bernard Simons, DDA
	Theresa Ammons, OPASS	Patricia Sastoque, DDA
	Amyl Miller, OLTSS	Sherida Studwood, DDA
	Warren Sraver, OLTSS	Dana Dembrow, OPASS

OPASS: Theresa Ammons, Contract Officer

The Pre-Proposal Conference was conducted on June 24, 2019 at approximately 2:00 PM. Please note the following attendees who participated in person and via tele-conference:

Carol Custer, SDAN	Edward Willard, The ARC of Maryland
Ande Kolp, The ARC of Maryland	Amy Engbarth, Accumen
Marcellus Wade, Black Fox	Meg Carter, SDAN
Tracy Davis, The ARC of CC R	Charlemagne Orisme, NLH Contracting
Mark Biviano, Palco	Christine Larsen, The ARC CCR
Lateef Abassi, IBS Management Consultancy	David Horvath, PCG
Adam Kujacznski, GT Independence	Karen He, Hamilton Enterprises
Ruby Zhang, The ARC of Central Chesapeake Region	

**Telephone Conference Attendees:**

Kristy Westipafahl Michael, Acces\$	Coco Ballew, Consumer Direct Care Network
Heidi Davis, Outreach Health Services	Alicia Paladino, Palco
Adam Jacobs, Consumer Direct Care Network	

James Sult, Procurement Coordinator, DDA convened the meeting and conducted introductions. Mr. Sult ask that those individuals joining us via conference call, forward their contact information to his attention after the meeting. Individuals were instructed to include name/company name & address/email address/phone & fax number and indicate its MBE, VSBE or SBRP status.

The Procurement Officer Dana Dembrow opened the conference with brief comments on the purpose of the proposal, guided introductions and reminded individuals on the phone to send their contact information confirming their participation.

Theresa Ammons, Contract Officer, OPASS, [Theresa.ammons@maryland.gov](mailto:Theresa.ammons@maryland.gov), 410-767-1361 reviewed the contract requirements as follows:

- This Request for Proposals (RFP) is for the provision of “***Financial Management and Counseling Services***”. The Department intends to make a single award as a result of this RFP. The resulting contract will provide the establishment and implementation of a Statewide contract for Financial Management and Counseling Services to include billing and claims, consulting and training for individuals self-directing their services.
- The sign in sheet, as well as, the minutes, any addendum, business cards, and Vendors’ Questions and Answers from this meeting will be posted on eMaryland Marketplace (eMM) and the MDH websites. Please remember that in order to receive a contract award, a vendor must be registered on eMM. Registration is free. Please review Subsection 4.2 for details.
- Please note that eMM will soon be replaced by a new system – eMMA (eMaryland Marketplace Advantage), eMMA will go live on July 22, 2019. If you have not already done so, please contact eMM to get instructions on how to register on the new system. Therefore, all documents relating to this procurement after July 22<sup>nd</sup> will be posted to eMMA.
- If vendors decide not to submit a proposal, they were asked to complete and return the Notice of Vendors form. The information from this form will help the Department with Pre-Proposal Conference Minutes – MDH/OPASS 20-17751 upcoming procurements by informing the Department of any issues that may need to be addressed or changed in the procurement process.
- The contract resulting from this solicitation will be for three (3)-years duration with two (2) one (1) year renewal options. The anticipated start date is **December 1, 2019 and ending November 30, 2022. POST SCRIPT: The anticipated start date will be revised.**
- Carefully review Subsection 4.3 – Questions regarding how to submit questions subsequent to this Pre-Proposal Conference. Questions to the Procurement Officer, Dana Dembrow, with a copy to the Procurement Coordinator and myself shall be submitted via <http://mdh.solicitationquestions@maryland.gov>. Questions should be submitted no later than five (5) days prior to the proposal due date.
- Section 4.23, page 62 explains payment by electronic funds transfer. Payments by EFT is mandatory for contracts exceeding \$100,000. Ensure your company allows this process. The section also explains how to be exempt.
- The **Offeror Minimum Qualification** is listed in Section 1, subsection 1.1.1 on page 1. As noted, the offeror must provide proof with its proposal that all minimum qualifications have been met.
- The **Scope of Work Requirements** are listed in Section 2, subsection 2.3, beginning on page 3. This is the “meat” of the solicitation that will give you a clear understanding of what the Department expects of the successful offeror in the provision of the services.
- The **Proposal Format**, Section 5, beginning on page 73 must be followed as outlined in the RFP. Offerors are required to submit proposals in two separate volumes - (Technical Proposal separately sealed and Financial Proposal separately sealed). Subsection 5.2 (*Volume 1 – Technical Proposal*) lists all documents and information

required with your Technical Proposal. Give special attention to Subsection 5.4 which lists items to be included with your technical submission. Subsection 5.5 (*Volume II – Financial Proposal*) lists items to be included in your financial submission.

- Subsection 6.6 – on page 84 lists Documents Required upon Notice of Recommendation for Contract Award. As noted, this is a list of documents that are only required from the winning offeror.
- One of the affidavits that you are requested to complete, sign and submit if you are a winning offeror is the Contract Affidavit (Attachment N). This form asks for the name of your resident agent. If there is a question of who your Resident Agent is, please call the State's Corporate Charter Division at (410) 767-1330. The office is located at 301 W. Preston Street.
- Pay special attention to Attachment B – Financial Proposal Instructions and the actual Form in X-cell Format. Within five (5) working days of being notified of its recommendation for award, the offeror must complete and submit the Contract
- Affidavit included as Attachment N and the Standard Contract as Attachment M. Please note that the contract shall not become effective until the Contract Affidavit is signed and returned.
- Proposals are due by Tuesday, July 23, 2019 no later than 2:00 p.m. No proposals will be accepted after 2:00 PM. Prospective Offerors are reminded that the Department is not responsible for any carriers who may deliver your documents late such as UPS or FedEx.
- **POST SCRIPT:** Due to the replacement of eMaryland Marketplace (eMM) effective July 22, 2019, with a new system eMMA (eMarylandMarketplace Advantage), Addendum #1 was posted to eMM on 7/3/19 extending the Proposals Submission Due Date to **August 14, 2019 at 2:00 p.m.** The Addendum also included the name of the new Procurement Coordinator – Sherida Studwood.

**MBE/VSBE Procedure** - Janelle Robinson, MBE Director, [Janelle.robinson@maryland.gov](mailto:Janelle.robinson@maryland.gov) gave an overview of the MBE and VSBE process. The resulting contract has an 20% MBE subcontracting goal and a 3% VSBE subcontracting goal. Please refer to eMM/MDH websites for details of the MBE and VSBE process. Pre-Proposal Conference MBE and VSBE Overview are attached with the minutes.

**RFP OVERVIEW** - Patricia Sastoque, Director of Programs (DDA) and Amy Miller, Director of Special Projects, Community Integration Programs (OLTSS).

The Developmental Disabilities Administration (DDA) and the Office of Long-Term Services & Support (OLTSS), are issuing this Solicitation to obtain a contract to provide Financial Management and Counseling Services required for Self-Directed Services (SDS).

The Contractor will be designated as an Organized Health Care Delivery System (OHCDs). As an OHCDs, the Contractor may subcontract with Medicaid and Non-Medicaid Providers to support program Participants to receive services approved in their Person-Centered Plan (CPC)/Plan of Service (POS) and budget in the manner which best suits their needs.

DDA and OHS are seeking the services of a Contractor that can fulfill two (2) simultaneous and synergistic activities to include the following:

- **Financial Management Services:** The Contractor shall provide the following Financial Management Services. Managing employment taxes and insurance.

1. Managing Payroll;
  2. Tracking and reporting of Individual/Participant budget balances and expenditures;
  3. Processing of invoices for goods and services; and
  4. For the Community First Choice (CFC) and Community Personal Assistance Services (CPAS) programs only, the preauthorization of services on the Plan of Service.
- **Counseling Services:** The Contractor shall provide the following Counseling Services
    1. Aiding prospective and enrolled Participants to develop a personalized budget based on his or her PCP/POS;
    2. Offering assistance with recruiting, hiring, managing, and dismissing employees, and
    3. Training individuals, their designated representative, authorized representatives, and direct support workers.

The SDS program gives Participants and families greater control over the services they receive, how they receive them, and who provides them. At the same time, people who Self-Direct (SD) must be willing to take on the responsibility of managing their services. For services they choose to SD, they have additional responsibility including, but not limited to:

- Control of their budget that is determined by their PCP or POS which is a fixed dollar amount for the purchase of services and supports available under the program or waiver;
- Selection and arrangement for the services and supported in their PCP or POS;
- Accountability for using their budget to more effectively meet needs and more efficiently use public dollars;
- Being the employer of record; and
- Hiring, training, and firing employees

The Contractor shall provide Financial Management and Counseling Services to include payroll services on an as needed basis.

The DDA and OLTSS estimates, but do not guarantee, that financial management and payroll services may be needed for approximately 1,655 Participants or guardian/legal representatives participating in SDS.

The DDA and OLTSS anticipate the estimate to grow by 10% annually.

FMS assists the Participant or guardian/legal representative to:

- Manage and direct the disbursement of funds contained in the Participant-directed budget;
- Facilitate the employment of staff by the Participant or authorized representative, by performing as the Participant's agent such employer responsibilities as verifying Provider qualifications, processing payroll, withholding Federal, State, and local tax, making tax payments to appropriate tax authorities
- Perform fiscal accounting and make expenditure reports to the Participant or authorized representative and State authorities.

**Scope of Work Summary:**

DDA and OLTSS are issuing this Request for Proposals (RFP) to provide the establishment and implementation of a Statewide contract for Financial Management and Counseling Services to include billing and claims, consulting and training for individuals self-directing their services.

The anticipated duration of services to be provided under this Contract is three (3) years with two (2), one (1) year renewal options.

The Department intends to make a single award as a result of this RFP.

The Contractor will verify Provider qualifications, execute and hold Provider agreements, and keep records available for inspection by the Department. When a Participant, authorized representative, or Guardian /Legal Representative chooses to participate in SDS, the Contractor shall assist the Participants with counseling and financial management services.

The Contractor shall develop and implement separate Financial Management Services and Counseling Services Divisions to carry out the tasks in this RFP.

The Contractor must perform all FMS tasks directly and shall not delegate any of the Financial Management Services (FMS) tasks to a reporting agent or other third-party.

The Contractor may subcontract Counseling Services and other logistical services to other entities upon approval from the Contract Monitors.

**Vendors Questions and Answers** – Several vendor questions were asked and answered at the meeting. Please refer to eMM/MDH websites for posting of vendor questions.

Vendor questions will be posted separately pending receipt of questions in the Solicitation questions website at [mdh.solicitationquestions@maryland.gov](mailto:mdh.solicitationquestions@maryland.gov).

Meeting adjourned: 3:30 PM